



Direction on Utility Billing Delinquency

October 18, 2021

Executive Order N-42-20 Issued April 2, 2020

- Suspended discontinuance of water service due to non-payment for residential customers and any business in the critical infrastructure sectors
 - Right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes
 - Limit the Spread of COVID-19 by washing hands regularly
 - Residences will lose work hours or wages, layoffs
 - Small business will have reductions to income
- No expiration date specified in the order

Executive Order N-08-21 Issued June 11, 2021

- Issued to address several executive orders place related to COVID-19
 - Modified certain orders
 - Specified expiration dates
- Included the expiration of Executive Order N-42-20 on September 30, 2021

Utility Billing

- No water shut offs since February 2020
- No late fees since February 2020
- Allow partial payments
- September 2021
 - 18% Delinquency

Water	\$267,387
Sewer	320,021
Refuse	343,992
Total	\$931,400

- Over 300 residential accounts have a balance of \$1,000-\$3,000
 - Late fees will add 10% of current balance

Pending Influence on Direction

State Water Resources Board Program

- Provide relief to Community Water Systems for unpaid bills related to pandemic
- Covers delinquency between March 4, 2020 and June 15, 2021
- In application stage, 60 day review process

American Rescue Plan Act

- Community Engagement process until December

Council Direction

- Reinstating late fees
- Reinstating water shut-off

Bill Date	Due Date	Penalty applied	Initial Notice	Final Notice & Courtesy Call	Water Shut-Off
10/1/2021	10/20/2021	10/21/2021	10/22/2021	11/19/2021	12/01/2021
11/1/2021	11/22/2021	11/23/2021	11/24/2021	12/22/2021	1/04/2022
12/1/2021	12/20/2021	12/21/2021	12/22/2021	1/19/2022	1/31/2022
1/1/2022	1/20/2022	1/21/2022	1/22/2022	2/18/2022	3/02/2022